

**Damages:**

The entire work area is video taped prior to the start of construction. Please make the City aware of any damages you believe are construction related as soon as possible.

**Traffic:**

Detours and road closures will occur. However access to your property will be maintained except as described below. If a police officer does not wave you through the detour to your home, please approach the police officer and inform him of your destination. The officer will assist you in determining the best way to get to where you are going.

**Access to your home:**

You will have vehicle access to your home, except when paving or work is directly in front of your property. Work in front of your property may occur a number of times and access will be restricted for short durations

**Property Disturbance:**

The City will be installing new sewer connections and sewer service clean-outs at the City/owner property line. If you have encroached on City property with landscaping, shrubs, signs, driveways, sprinklers, etc. these may be disturbed or damaged a number of times during the construction process.

**Please feel free to contact the  
Water Pollution Control Facility  
with any questions that you may  
have.**

**Board of Sewer Commissioners**

**Water Pollution Control Facility  
80 Medina Street  
Chicopee MA 01013**

**Thomas Hamel: Project Supervisor  
(413) 594-3585  
[thamel@chicopeema.gov](mailto:thamel@chicopeema.gov)**

Visit our website;

Click on [www.chicopeema.gov](http://www.chicopeema.gov)  
City Departments, Water Pollution Control  
See Documents and Forms for more  
Information

**Your Sewer & Storm Fees at Work**

# City of Chicopee

## DPW

### Water Pollution Control



**Construction In Your  
Neighborhood  
Questions, Concerns & Problems  
Call: 413-594-3585  
After Hours Emergency Call  
Police Main No.413-592-6341  
Police will Contact DPW**

The City will be in your neighborhood installing new sewer and drain pipes. Unfortunately, you will be inconvenienced as we dig up roads, sidewalks and maybe even your front lawn. We ask you to bear with us as we make your neighborhood a better place to live. Enclosed is a list of what to expect, what to do, your responsibilities, and who to call.



**Noise:**

Normal working hours are Monday - Friday 7:00 AM till 5:00 PM. In case of emergencies, crews will work until repair work is completed. Unfortunately, noise is unavoidable and there really isn't anything that can be done to reduce the noise. We apologize to those of you with young children or those that work second and third shifts and will have your sleep interrupted.

**Dust:**

Contractor is required to control dust by providing dust control measures in the work area. Dust is also another unfortunate side effect of a heavy construction project. We appreciate your patient understanding if you experience the accumulation of dirt and dust on the exterior of your house, windows and vehicles. The City will not be cleaning private property for dust related issues.

**Gas Service & other Utilities:**

Gas lines and other utilities may need to be moved in your street. Your road will be dug up each time a utility is moved or installed. Property restoration for each of the utilities is the responsibility of each utility company that performs the work.

**Driveway Aprons:**

Driveway aprons (which is the first 2 feet to 15 feet of your driveway), will be repaired when damaged by construction. Driveway aprons may also be replaced if needed to match the final grade of the resurfaced road.

**Sewer Service (413-594-3585):**

A new sewer pipe will be installed from the City main line to your property line, with a clean-out located at your property line. The cleanout will have an 8- inch metal cap located at ground level. This will assist you in the future to locate your sewer connection and facilitate cleaning if needed. You may add a few inches of loam/seed over the sewer cleanout cover if you so desire. You will be asked to refrain from heavy sewer/water use, (washing machine dishwasher etc.) for about 3 hours when the main line is being connected and you will be asked not to flush your toilets (on the workers) while they are installing your new connection.

**Water Service: (413-594-3420)**

Normally you will not experience any interruptions of your water service. In some cases a planned water shutdown will occur and you will be notified 24-hours in advance by the contractor. During emergency interruptions, someone will knock on your door to inform whom ever is home indicating that water service was interrupted. Occasionally, water lines will be temporarily relocated overland. Water may be warm and you may want to run the water before using. Overland water is not metered; an estimated water usage will be applied during these rare events.

**Contractors may not use your water, hoses, connections, etc. without first obtaining your written permission.**

**Storm Drain Connection: (413-594-3585)**

A separate drain pipe will be located in your area. Connections to the drain line are not usually necessary, but if you have a sump pump or downspouts that are connected to the sewer you will be required to re-direct them to your yard or into a separate drain connection that you can request. Please call the phone # above if you are unsure about your need of a storm drain connection.

**Sprinkler system:**

Please flag/mark your sprinkler heads and irrigation pipes or move them onto your property. The contractor will repair all flagged damaged sprinkler heads/system at the conclusion of the project. The contractor will attempt to make the system temporarily functional for use within 1 week of notice during June, July and August. If you choose to repair the sprinkler heads yourself, you will **not** be reimbursed for the repair. **If you do not flag/mark your sprinkler system located on City property they will not be repaired by the City, nor will you be reimbursed.**

**Lawn Restoration:**

Lawn restoration may be done multiple times as pipe installation and paving will be done months apart. Final landscaping will be done after final paving of your street. Contractor will loam, roll and seed disturbed areas. You need to water, cut and care for the grass, as you do the balance of your lawn. This will help inhibit weed growth and help re-establish the lawn. The contractor must establish growth within one year of final loaming, with normal care from the homeowner.